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CENTRAL FAX CENTERApplication No. 10/002,742
Information Disclosure Statement

MAR 07 2005

Customer No. 01933

Attorney Docket No. 01705/LH

IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE

Applicant(s): Toshio UENO

Serial No. : 10/002,742

Filed : November 2, 2001

For : SYSTEM, METHOD AND
COMPUTER PROGRAM PRODUCT
FOR COMPLAINT REPORT
ISSUE

Art Unit : 3623

Examiner : Romain Jeanty

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Nalini P. Sahadeo

Dated: March 7, 2005

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S I R :

Submitted herewith are forms PTO/SB/08A and PTO/SB/08B
listing the particulars of eleven U.S. publications and one
literature reference which were cited by the Examiner in related
application Serial Nos. 10/002,744, 10/002,745 and 09/813,209. A
copy of the literature reference is attached.

This IDS is being submitted before the issuance of a first
Office Action. Therefore, it is respectfully submitted that no

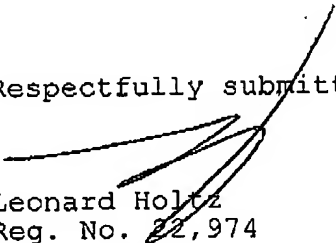
Application No. 10/002,742
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fees are required. Nonetheless, authorization is hereby given to charge any necessary fees against Account No. 06-1378.

It is respectfully requested that the Examiner return initialed copies of the attached forms PTO/SB/08A and PTO/SB/08B to confirm that the publications listed thereon have all been considered and made of record.

Respectfully submitted,



Leonard Holtz
Reg. No. 22,974

Dated: March 7, 2005

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PTO/SS/08A (08-00)

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Substituto for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,742	
				Filing Date		November 2, 2001	
				First Named Inventor		Toshio UENO	
				Group Art Unit		3623	
				Examiner Name		Romain Jeanty	
Sheet	1	of	2	Attorney Docket Number		01705/LH	

U.S. PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		5,964,891	A	CASWELL et al	10-12-1999	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
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		6,389,426	B1	TURNBULL et al	05-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
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		6,463,437	B1	MONGILIO	10-08-2002	
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		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

FOREIGN PATENT DOCUMENTS

Exam Inits ¹	Cite No ¹	Offc ¹	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature					Date Considered			

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² Unique citation designation number. ³ See kinds of U.S. Patent Documents. ⁴ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁷ Place a check here if English translation is attached.

DATE MAILED: March 7, 2005

PTO/SB/08B

INFORMATION DISCLOSURE STATEMENT BY APPLICANT			Application Number	10/002,742	
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			Group Art Unit	3623	
			Examiner Name	Romain Jeanty	
Sheet	2	of	2	Attorney Docket Number	01705/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ⁶
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature				Date Considered	

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